

Leadership

I claim not to have controlled events, but
confess plainly that events have controlled me.

~Abraham Lincoln

Managing Conflict

Lesson Nine

1. What is conflict?

A. Conflict is inevitable and will occur often

B-1. One person perceives his or her interests are being opposed

B-2. Sufficient breakdown in the normal activities between people that creates difficulty in working together



2. The Two Types of Conflict

- A. Positive influence and serves the interests of the organization**
- B. Focuses on personalities instead of issues and hinders the achievement of organization goals**
- C. Asset or a liability**



3. The Common Causes of Conflict

A. Produce more conflict

B. As the result of personality differences or value systems

C. Proactive, and carefully read early warning signs



4. The Five Conflict Strategies

A. Pattern becomes a behavioral style

** The following are the five conflict strategies:

B. Mopicteng

C. Domtomiccnaga

D. Divingoa

E. Batcoralilong

F. Songrimpomic



4. The Five Conflict Strategies

A. Pattern becomes a behavioral style

** The following are the five conflict strategies:

B. Competing

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** The following are the five conflict strategies:

- B. Competing
- C. Accommodating
- D. Avoiding
- E. Collaborating
- F. Compromising



5. How Can Leaders Manage Conflict?

A. Manage it productively to obtain positive change and avoid negative consequences



B. Establish rules and procedures

C. Referred to a common superior

D. Liaison is appointed

E. Task forces

**F. Arbitrators, consultants, and
mediators**

**G. Company training in conflict
management**



